

Training Bulletin July–December 2014

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About OPM Training

OPM Training provides state agencies a catalog of training courses designed to meet the continuing need for employee development and improved job performance and satisfaction.

Training courses are designed to assist agencies with practical training solutions for challenges in leadership, management, efficiency, and effectiveness in public service. If you have any questions on any course listed in our catalog, please do not hesitate to contact our office at (501) 682-2252.



Participants can enroll in courses by emailing a completed registration form to OPM.Training@dfa.arkansas.gov. Registration forms for OPM training courses are located at [http://www.dfa.arkansas.gov/offices/personnelM](http://www.dfa.arkansas.gov/offices/personnelManagement/Documents/TrainingProgramRegistrationFormRE.PDF)

[anagement/Documents/TrainingProgramRegistrationFormRE.PDF](http://www.dfa.arkansas.gov/offices/personnelManagement/Documents/TrainingProgramRegistrationFormRE.PDF)

Because we understand that public servants work in all parts of the state, OPM is expanding the number of training venues throughout the state.

Contact us at:

OPM Training & Dispute Resolution
Arkansas Department of Finance & Administration
1509 W. 7th Street, Suite 101
Little Rock, Arkansas 72201
Phone: (501) 682-2252
Email: OPM.Training@dfa.arkansas.gov
Web: www.dfa.arkansas.gov/offices/personnelManagement/tdr/Pages/default.aspx

"Catch on fire with enthusiasm, and people will come from miles around to watch you burn."

John Wesley

Microsoft Word Training

As noted in previous training bulletins, OPM Training will offer basic Microsoft Word courses beginning this term. Agencies have been asking for this training for some time, and OPM Training is proud to offer the new course.

The Microsoft Word training course that OPM Training will offer is a

half-day course and will cover the basics of working with Word 2010. Some topics covered in the course are: using the Ribbon, Quick Access Toolbar, and the Backstage Area; manipulating and formatting text; working with fonts; formatting paragraphs and pages; and other skills that all

Microsoft Word users will find helpful.

Microsoft Word training will be held in OPM's new computer training room at 1509 W. 7th Street, Room 105, in Little Rock.

Professional Skills Course

Need a refresher on written business communication? Finding that you're running in a dozen directions at once? Or hoping that the next meeting doesn't turn out like the last one? OPM's new professional skills course may be for you.

Professional Skills will arm you with an effective toolbox of skills to help

you successfully navigate the everyday pressures and challenges of working in a public service environment. The course covers common grammatical errors, punctuation and capitalization rules, and effective correspondence and report writing, as well as time management, conducting effective

meetings, and teamwork.

Professional Skills is a one-day course and will be beneficial for both staff-level employees and supervisors.

Customer Service Course Debuts This Term

We've heard plenty of feedback from agency personnel that you really wanted to see an updated customer service course offered by OPM Training. During the past few months, we've been

preparing a new, updated customer service course that will be offered this term.

Customer Service will be a one-day course covering the essentials of quality customer service. Learn

about effective forms of communication, listening skills, coping with challenging customers, preserving the agency's reputation, and service recovery.

OPM Renews CPM Designations

For many years, OPM has worked cooperatively with the Certified Public Manager program administered by the Arkansas Public Administration Consortium.

OPM and APAC recently met to discuss credit certification. The following courses are certified for credit toward attaining the CPM certification:

- Arkansas Government Basics
- HRkansas for Supervisors
- Dealing with Difficult People
- Administering Discipline
- Five Dysfunctions of a Team
- Grievance Prevention & Handling
- Interpersonal Communication
- Structured Interviewing

The Arkansas Certified Public Manager® is a nationally accredited comprehensive management development program specifically for managers in government.

The program's primary goal is to improve the performance of public sector managers. For more information contact the APAC at:

www.ualr.edu/iog/apac.

"People often say that motivation doesn't last. Well, neither does bathing. That's why we recommend it daily."
Zig Ziglar

Arkansas Government Basics Certified for CLE Credit Starting in July

Finding relevant, low-cost continuing legal education can be extremely difficult for attorneys engaged in public service. As the cost of CLE credit continues to spiral, affordable courses for attorneys engaged in government practice has become more important than ever.

In order to meet this demand, OPM applied to the Continuing Education

Board to grant CLE hours for completion of the Arkansas Government Basics (AGB) course offered by OPM. AGB will provide government lawyers with an inexpensive way to meet the annual CLE requirements. AGB is offered at least monthly—sometimes twice a month—so finding a convenient class is easier than ever.

Beginning in July, AGB will be certified for 5 hours of credit, including 4 hours of general credit and 1 hour of ethics.

OPM Course Catalog and Dates

Administering Discipline

Fee: \$35.00

Duration: 1 day

Administering Discipline gives state administrators the knowledge and skills to handle disciplinary matters in a fair, effective manner. The course covers the general rules of progressive discipline, as well as effective tools and techniques for improving performance and dealing with problem behaviors.

Dates and Locations

July 8—Fort Smith, Janet Huckabee Arkansas River Valley Nature Center

July 8—Little Rock Area

August 6—Little Rock Area

September 10—Little Rock Area

October 2—Little Rock Area

November 7—Jonesboro, Forrest L. Wood Crowley's Ridge Nature Center

November 7—Little Rock Area

December 2—Little Rock Area

Arkansas Government Basics

Fee: \$60.00

Duration: 1 day—CLE, 4.0 hours General, 1.0 hours Ethics

Arkansas Government Basics covers the information that every Arkansas public servant should know about state government: how Arkansas government is arranged; the legislative process; how agency regulations are made; appropriations and funding; leave and holidays; the Freedom of Information Act; state travel and vehicles; and ethics. Participants will engage in exercises simulating the legislative process and work through ethical dilemmas that public servants may face.

Dates and Locations

July 28—DeGray State Resort, Arkadelphia

July 29—DeGray State Resort, Arkadelphia

August 28—Little Rock Area

September 25—Jonesboro, Forrest L. Wood Crowley's Ridge Nature Center

September 25—Little Rock Area

October 29—Little Rock Area

November 20—Pine Bluff, Gov. Mike Huckabee Delta Rivers Nature Center

December 12—Little Rock Area

Customer Service

Fee: \$35.00

Duration: 1 day

Serving the public is the cornerstone of any state employee's career. Although designed for those in customer-facing roles, Customer Service will be helpful to anyone responding to citizens on a regular basis. Participants will learn about effective forms of communication, listening skills, coping with challenging customers preserving the agency's reputation, and service recovery.

Dates and Locations

July 17—Little Rock Area

August 26—Little Rock Area

October 9—Little Rock Area

Dealing With Difficult People

Fee: \$30.00

Duration: ½ day

Dealing with Difficult People covers the most difficult types of people you encounter during work and provides you with the techniques to deal with them. While no one fits into a specific category at all times, characteristics can be identified and dealt with effectively. This course will provide strategies and tools to help you cope with difficult people and situations.

Dates and Locations

October 16—Little Rock Area

Five Dysfunctions of a Team

Fee: \$40.00

Duration: 1 day

Working together collaboratively has never been more important in state government. Developed by training expert Patrick Lencioni, Five Dysfunctions of a Team helps team members improve in each of the five key fundamentals of good teamwork: trust, conflict, commitment, accountability, and results. Five Dysfunctions of a Team will allow teams of all types to begin the journey to greater productivity and cohesion.

Dates and Locations

August 14—Little Rock Area

November 18—Little Rock Area

Grievance Prevention & Handling

Fee: \$35.00

Duration: 1 day

Resolving employee grievances is a major responsibility for supervisors and administrators. This course teaches participants about the grievance process and how to find mutually beneficial solutions for employees and supervisors. Grievance Prevention and Handling covers the leading causes of grievances, how to discuss employee concerns, and the grievance and mediation process.

Dates and Locations

July 10—Little Rock Area

August 7—Little Rock Area

September 9—Jonesboro, Forrest L. Wood Crowley's Ridge Nature Center

September 9—Little Rock Area

October 7—Little Rock Area

October 7—Fort Smith, Janet Huckabee Arkansas River Valley Nature Center

November 5—Little Rock Area

December 3—Little Rock Area

HRkansas for Supervisors

Fee: \$60.00

Duration: 1 day

HRkansas provides agency staff members and supervisors a general overview of personnel operations, procedures, policies, and decision-making processes. Topics include position classification and compensation, the Equal Employment Opportunity Commission, federal and state employment law, and merit pay and performance evaluations.

Dates and Locations

July 24—Jonesboro, Forrest L. Wood Crowley's Ridge Nature Center

July 24—Little Rock Area

August 21—Little Rock Area

September 18—Fort Smith, Janet Huckabee Arkansas River Valley Nature Center

September 18—Little Rock Area

October 23—Little Rock Area

November 19—Little Rock Area

December 11—Little Rock Area

HRkansas for HR Professionals

Fee: \$60.00

Duration: 1 day

HRkansas for HR Professionals provides agency human resource staff members a general overview of personnel law, policies, procedures, and requirements. Topics include the roles of OPM and state agencies in job and position classification and compensation, related compensation issues, attendance and leave, and federal and state employment law. Class participants must work in the human resource environment.

Dates and Locations

All classes will be at the OPM Training Room in Little Rock. Seating is limited to 15 participants per session.

July 22

August 14

September 16

October 7

November 18

December 11

Interpersonal Communication

Fee: \$35.00

Duration: 1 day

Many of the problems we encounter in the workplace are caused by miscommunication. Interpersonal Communication covers the different methods of communication, barriers to communication, the importance of perception, and techniques for clear and effective communication.

Dates and Locations

July 9—Little Rock Area

August 5—Little Rock Area

September 11—Pine Bluff, Gov. Mike Huckabee Delta Rivers Nature Center

October 8—Little Rock Area

November 5—Mountain View, Ozark Folk Center

November 6—Mountain View, Ozark Folk Center

November 6—Little Rock Area

December 4—Little Rock Area

Microsoft Word Basics

Fee: \$75.00

Duration: ½ day

Microsoft Word is the word processing program used by most state agencies. The Microsoft Word Basics course will enable learners to successfully navigate Word 2010. Participants will learn how to use the Ribbon, Quick Access Toolbar, and Word's backstage area, as well as working with text, fonts, paragraph and page formatting, lists, and many of Word's other commonly used features.

Dates and Locations

All classes will be at the OPM Training Room in Little Rock. Each date will have a morning and afternoon session. Seating is limited to 15 participants per session. More dates may be added based on demand.

July 15

August 12

August 19

September 3

October 21

November 12

December 9

Presenting Testimony

Fee: \$35.00

Duration: 1 day

State employees are often called upon to present testimony to courts, legislative committees, and administrative bodies. Presenting Testimony prepares participants to testify in formal proceedings.

Dates and Locations

October 16—Little Rock Area

Professional Skills

Fee: \$40.00

Duration: 1 day

Need a refresher on written business communication? Finding that you're running in a dozen directions at once? Or hoping that the next meeting doesn't turn out like the last one? Professional Skills will arm you with an effective toolbox of skills to help you successfully navigate the everyday pressures and challenges of working in a public service environment. The course covers common grammatical errors, punctuation and capitalization rules, and effective correspondence and report writing, as well as time management, conducting effective meetings, and teamwork.

Dates and Locations

July 22—Little Rock Area

September 23—Little Rock Area

October 14—Little Rock Area

Structured Interviewing

Fee: \$35.00

Duration: 1 day

Hiring decisions are some of the most important decisions that managers make. Structured Interviewing is a pre-planned, scored interviewing method using job-specific, behaviorally-based questions designed to predict job performance. This course improves participants' interviewing methods and skills and focuses on practical application.

Dates and Locations

July 16—Little Rock Area

September 16—Little Rock Area

OPM Training & Dispute
Resolution

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Website:

<http://www.dfa.arkansas.gov/offices/personnelmanagement/tdr/Pages/default.aspx>



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OPM Training Staff

Mike Bonds—OPM Training & Dispute Resolution Manager

Cara Kerner—Trainer

Nickie Sheffield—Trainer

Kim Davis—Trainer

Anne Fleischer—Trainer

Emily Herndon—Administrative Assistant

Required Supervisory Courses

Governor's Executive Order 94-07 establishes a supervisory management institute and charges OPM with developing policies for the same. Supervisory level personnel and grievance officers must complete specific training courses established by OPM. ***These classes must be completed within six (6) months of assuming new supervisory or grievance officer duties.*** The following courses are required for new supervisors or grievance officers entering positions on or after January 1, 2014:

SUPERVISORS

- Arkansas Government Basics
- HRkansas for Supervisors
- Interpersonal Communication
- Grievance Prevention & Handling
- Administering Discipline

EEO/GRIEVANCE OFFICERS

- Grievance Officer Training